

## BEDFORD COA POLICIES

The Town of Bedford and the Bedford Council On Aging have established several sets of policies on procedural matters and behavior. We encourage everyone to read and become familiar with these.

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### **Class Policies**

*As adopted by the Council on Aging Board February 8, 2005*

#### **Sign-Up**

- If we announce a special sign-up date, sign-up will begin at 8:30 a.m. on the date announced and continue until the class is filled.
- You may sign up in person or by phone for yourself and one other Bedford senior.
- Sign-up is "first come, first served" and phone sign-ups will be given the space directly after the last person in line at the senior center at the time the call was received.
- If you call in to sign up, please call until you reach a staff person. If you leave a message it is likely that all spaces will be filled before we are able to retrieve your message.
- Once we have no more room in the class, we will take a waiting list for Bedford seniors, and one for others. Should a space open up we will fill first from the Bedford waiting list.
- Bedford seniors will have priority, but after a period of time we will fill any open spaces from the other waiting list if there is no Bedford waiting list.

#### **Cancellations and Refunds**

- Those who sign up for a class may cancel and receive a full refund up to the day before the class.
- Those who know that they will only be able to take a portion of the class may find someone else to take the classes they are not able to take.
- Anyone may take one session of any class or combination of classes free in order to determine if the class meets his or her needs before signing up.

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### **Trip Policies**

*As adopted by the Council on Aging Board on various dates*

### **Sign-Up**

- You may sign up in person or by phone for yourself and one other Bedford senior.
- Sign-up is “first come, first served” and phone sign-ups will be given the space directly after the last person in line at the senior center at the time the call was received.
- Once we have no more room in the trip, we will take a waiting list for Bedford seniors, and one for others. Should a space open up we will fill first from the Bedford waiting list.
- Bedford seniors will have priority, but after a period of time we will fill any open spaces from the other waiting list if there is no Bedford waiting list.
- Those who, because of disabilities, require a companion may sign up that companion as a Bedford senior even if the companion is not a Bedford senior. However, the companion must pay for his or her space on the trip.

### **Cancellations and Refunds**

- Those who sign up for a trip may cancel and receive a full refund if we are able to fill his or her space on the trip. If there is no waiting list, the person canceling may fill his or her own space and arrange for payment from that person. If we are not able to fill the space, the person canceling is responsible for all expenses incurred for non-refundable tickets or reservations.

### **While on the Trip**

- All participants must sign the liability waiver as stated by Town Counsel
- There will be no smoking on any bus.

### **Other Information about Trips**

- If we announce a special sign-up date, sign-up will begin at 8:30 a.m. on the date announced and continue until the trip is filled.
- If you call in to sign up, please call until you reach a staff person. If you leave a message it is likely that all spaces will be filled before we are able to retrieve your message.

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## **Behavior Policies**

*Adopted by the Board of Directors May 14, 1991*

In order to promote good order and achieve a congenial atmosphere in the operation of the Council on Aging programs, the following rules are hereby established. They will apply to all persons visiting or participating in the activities sponsored by the Council on Aging.

1. Each person is expected to be dressed in a manner generally acceptable in public meeting places.
2. Each person is expected to conduct him/herself in a courteous and cooperative manner. Behavior which infringes on the rights of others to enjoy the activities and services of the COA will not be tolerated.
3. Failing to adhere to the stated policies after appropriate warning will be sufficient grounds for such action as deemed necessary by the COA Coordinator, or his/her designated assistant.
4. It is the responsibility of the Coordinator, or his/her designated assistant, to enforce the above stated policies.

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## **Policy Regarding Inappropriate Behavior at the Town Center**

*Adopted by the Town Center Board of Directors*

At the discretion of the Manager, and with the support of the Town Administrator, individuals involved in inappropriate behavior at Town Center can and will be barred from returning to the building.

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## **Policies Regarding Medical Transportation**

*Adopted by the Council on Aging Board of Directors*

1. Any client who verbally or physically abuses COA staff, a friendly driver, or a taxi driver may be denied further service.
2. Any clients who cancels more than three rides within three months less than three hours ahead, except in the case of unforeseen circumstances, may be denied further service.
3. Any client who significantly and knowingly misrepresents the nature or length of appointments, especially when this misrepresentation could result in an unsafe situation for driver or client, three times within three months, may be denied further service.

